

TennCare Eligibility Director

Job Description

The Bureau of TennCare is seeking an interim TennCare Eligibility Director in the TennCare Eligibility organization within the Division of Member Services. This position will be responsible for leading a team of over forty employees, including 4-6 Program Managers, who will lead and supervise teams responsible for the review and processing of benefits applications and annual recertification documents to evaluate applicant's and existing member's eligibility for TennCare.

The interim TennCare Eligibility Operations Director will work under the supervision of the TennCare Eligibility Administrator to develop program goals, priorities, objectives and strategies. Additionally, the interim TennCare Eligibility Operations Director will ensure communication and action plans are developed and efficiently and effectively implemented; develop and implement quality assurance and employee evaluation standards and measures; ensure collaborative problem solving and decision-making processes are utilized to maximize the efficiency of the eligibility evaluation process; monitor the risk and quality of all aspects of the TennCare eligibility evaluation process. The interim TennCare Eligibility Operations Director must maintain a current knowledge base of policy and regulations surrounding Medicaid eligibility.

The interim TennCare Eligibility Director will work closely with Maximus, our third party vendor for redetermination to establish training and processes for staff. The interim TennCare Eligibility Director will work closely with the Performance Management Group to establish Key Performance Indicators and Quality Guidelines for the Redetermination Team.

The interim TennCare Eligibility Operations Director will report directly to the TennCare Eligibility Operations Administrator and will work closely with the other members of the Eligibility Operations Leadership Team within the Eligibility Organization.

****PLEASE NOTE:** This is an interim position. If hired as the Eligibility Director, the interim appointment period will not exceed one (1) year. The division employs multiple Eligibility Directors, including some that are not interim status. As these positions become available an individual hired in the interim status that is in good standing can compete for a position that has no set employment duration and is bound only by the standard terms of an Executive Service classified position.

Qualifications:

- Bachelor's Degree
- Minimum of four (4) years management/supervision experience in either state government, healthcare or a program eligibility related field
- Ability to adapt to changing priorities and deadlines
- Ability to foster and maintain cohesive working relationships
- Ability to interpret and execute public policy
- Ability to exercise sound judgment
- Ability to coach and mentor a diverse workforce
- Ability to be flexible and accountable
- Demonstrate passion and commitment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required
- Project management related skills; resource assessment/allocation, task prioritization, chronicling of events
- Business analysis, including business process design, assessment and configuration

Contact Information: Please send resumes to memberservices.jobs@tn.gov